Department of Community Services

French-language Services Plan for 2007-2008

Message from the Deputy Minister

On behalf of Nova Scotia's Department of Community Services (DCS), I am pleased to present the French-language Services Plan for 2007-2008 for DCS.

In partnership with other provincial departments and the Office of Acadian Affairs, DCS is committed to enhancing the economic, social and cultural well-being of Acadians and francophone Nova Scotians.

We will continue to support services that promote the development of Acadians and francophone communities. We recognize the rich heritage, the ongoing challenges and successes, and the vibrant potential that exists in this culturally diverse population.

We welcome the opportunity to show our dedication to the *Nova Scotia French-language Services Act*.

Our Department's response to requests from the public to communicate in French

Our French-language Service Plan is reflective of the priorities expressed through consultation with the Acadian and francophone population. We have also surveyed our own staff in an attempt to better position ourselves to meet the demand for these services. We continue to consult with key stakeholders within the Acadian and francophone communities to identify ways of continually improving programs and services.

French-language Services offered by DCS

- Offices in Yarmouth, Digby and Inverness counties are presently offering a range of services in French.
- DCS continues to support Early Childhood Development strategies that promote French-language Services. Funding to CPRPS (resource centre for Acadian early childhood educators) National Child Care Conference and Child Care Expansion grants are a few examples.
- After funding a feasibility study for a "hub model" service delivery system, DCS continues to work closely with the Acadian community regarding implementation of such a model.
- All Canada-Nova Scotia Skills and Learning Framework projects are now posted on the website in both official languages.
- DCS supports staff, identified in priority roles, with French-language training opportunities.
- DCS is committed to expanding the amount of French-language material posted on the Department's website, as well as linking pertinent information related to French-language Services.

How the plan will contribute to the preservation or growth of the Acadian and francophone communities

The French-language Services Plan adds to the Client Service Initiative. It holds us accountable and demonstrates our commitment to enhancing services as well as ensuring these are maintained for generations to come.

Corporate goals and objectives for 2007-08

Objectives	Goals	Planned Action/Activities
Objective 1 **Strengthening the policy, regulatory and administrative framework in support of the *French-language Services Act***	**1.1** Fulfill obligations determined in the *French-language Services Act*.	• French-language Services will continue to be identified as a priority to our Department's Business Continuity Plan. • Continued participation on the French-language Services Co-ordinating Committee.
	1.2 Enhance departmental capacity to deliver French-language services.	• Review coordinator role.
Objective 2 **Consulting with Acadian and francophone communities**	**2.1** Establishment and prioritization of French-language Services to be offered, and strategies or approaches for service delivery.	• Continue to implement recommendations brought forward in consultation sessions on Nova Scotia's child care plan and the Acadian community stakeholders' consultation session. • DCS will participate in community consultation surrounding "hub model" implementation phase. • Through our Client Service Initiative, French-language Services will be included in ongoing client surveys. Also, bilingual client comment cards are being distributed to targeted DCS offices.
Objective 3 **Communicating, sharing information and promoting services available in French**	**3.1** Public information available in both languages.	• Collaborate with Webmaster to expand French-language Services available on the DCS website.

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	3.2 Increase employee and public awareness of the approach by government to provide French-language Services.	• French-language Services Coordinator will participate in Client Services Initiative on an ongoing basis. • Coordinator will increase awareness at the regional level (i.e. present to Regional Management Teams as needed). • The DCS Mission Statement, client comment cards and the logo are being distributed for those who offer services to Acadian communities. • Continue to post all Canada-Nova Scotia Skills and Learning Framework projects on the website in both official languages. • Continue to prioritize, translate and make available information related to DCS and our agencies.
Objective 4 **Supporting French-language Services development, planning and delivery in priority areas**	**4.1** Development and adaptation plans and strategies for French-language Service delivery as part of annual planning process.	• French-language Services continues as one of our Department's Business Continuity Plan priorities. • Enhance internal French-language Services Committee role on DCS priorities.
	4.2 Coordinated approach to deal with human resources issues related to the delivery of French-language Services.	• Evaluate our capacity to offer French-language Services and identify priority areas as well as monitor progress. • Identify and support staff with learning opportunities and resources.
	4.3 Support community initiatives that address the needs of the Acadian and francophone communities.	• Collaborate with third party service providers on French-language Services initiatives. • Continue to work in partnership with community organizations that assist DCS in reaching our French-language Services objectives. • Encourage members of the Acadian and francophone communities to become members of boards, agencies and commissions associated with DCS.